



IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Barb Kniff McCulla
CHAIR

Timothy L. Lapointe
Krista Wenzel

Robert F. Holz
Rob Sand

Steven Olson

Randy Goddard, Executive Director

Governor Kim Reynolds

Lt. Governor Adam Gregg

Iowa Telecommunications & Technology Commission Grimes State Office Building, 1st Floor 400 East 14th Street, Des Moines, IA 50319 Meeting Minutes November 18, 2021

FINAL

To ensure the most efficient use of State resources, the November 18, 2021, ITTC meeting was held via video conference pursuant to Iowa Code section 21.8. A video conference ensured that more Commissioners, staff, and the public were able to participate in the meeting and reduced the risk of delays caused by the public health recommendation. The meeting was accessible to members of the public.

Roll Call:

Commissioners Present

Barb Kniff McCulla, Chair

Bob Holz, Member

Steve Olson, Member

Krista Wenzel, Member

Timothy Lapointe, Member

Matt Behrens, Representing the Office of the Chief Information Officer, Ex-Officio Member

Drew Stensland, Representing the State of Iowa Auditor, Ex-Officio Member (*Joined at 10:55 AM*)

Iowa Communications Network Staff

Randy Goddard, Executive Director

Deb Evans, Chief of Staff

Mark Johnson, Chief Administrative Officer

Scott Pappan, Chief Technology Officer

Mike Cruise, Finance Bureau Manager

Stephanie DeVault, Business Services Bureau Manager

Patrick Kazeze, Facilities/ TAC Bureau Manager

Mark Dayton, ICN Sales Engineer

Lori Larsen, Executive Officer 2 (Recorder)

Guest Attendees

Rob Smith, Fiber Network Services (FNS)

Scott Golberg, Fiber Network Services (FNS)

Ray Warner, Aureon

Alan Nagel, Office of the Attorney General

Call to Order:

Chair Kniff McCulla called the meeting to order at 10:30 AM. It was noted that a quorum of members was present for the meeting.

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Approval of the October 21, 2021 Meeting Minutes:

Chair Kniff McCulla requested a motion to approve the October 21, 2021 meeting minutes. Commissioner Holz moved to approve the minutes. Commissioner Olson seconded the motion.

The motion passed unanimously.

Old Business:

None

New Business:

Agency Updates

Contracting Update – Mike Cruise

- There has been no notification on the ruling on the Department of Corrections' Request for Proposal (RFP).
- ICN has received and is reviewing the responses for the Outside Plant (OSP) RFP.
- Two sole sources signed and are upcoming:
 - Contract for OSP work in Adair Co. with Electric Conduit Construction.
 - FlowTraQ maintenance and support.

COMMENTS

None

Finance Update – Mike Cruise

Budget-to-Actual Report

Monthly Revenues and Expenses:

The month of October resulted in an operating margin of \$131,651 or 5.1%. This is \$310,515 favorable to the budget, which is -\$178,864. Overall revenues are favorable to budget by \$25,437. Direct expenses are favorable to budget by \$13,004. This provided a gross margin that is \$38,441 favorable to budget. Total allocated expenses are \$272,074 favorable to budget.

Year-to-Date (YTD) Revenues and Expenses:

Through October, ICN had an operating margin of -\$921,018, which is \$166,855 unfavorable to the budget of -\$754,163. Overall revenues remain unfavorable to budget by \$172,910 and direct expenses are \$123,799 unfavorable, producing a gross margin that is \$296,709 unfavorable. As an ongoing watch on revenues: ICN did post a net amount of \$13,600 in monthly recurring charges, which breaks down to \$3,000 for Internet, \$10,000 in Ethernet and \$600 in new DDoS customers.

Comparison to October FY 2021:

The current year operating margin for the month of October is \$333,424 favorable to October FY2021. Revenue is almost equal at \$2,575 favorable to last year. Direct expenses are

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\$49,966 favorable producing a gross margin that is \$52,541 favorable. Total allocated expenses are also favorable by \$281,000.

Year-to-Date Comparison to FY 2021:

Operating margin is \$777,514 unfavorable to last fiscal year. Revenue is still down \$663,000 from last year, while direct expenses and allocated expense are both higher YTD compared to last year.

COMMENTS

Chair Kniff McCulla– Hope this run is continuous, nice job.

Business Services Update – Stephanie DeVault

General Updates

- For the month of October, Business Services booked \$114,000 in new business.
- ICN had no new customers for the month.
- No new waiver requests were received.
- Team is working on renewals.
- Fast track orders: Total of 54 from last year. Our group has already completed over 50 this year.

Healthcare

- Internet orders: Mercy One Centerville Specialty Clinic, Davis County Hospital, Washington County Hospital and Clinic, and Mahaska Health Partnership.
- Ethernet orders: Primary Health Care Marshalltown and Bettendorf Pediatrics with University of Iowa Hospitals & Clinics.

Government

- Iowa Workforce Development (IWD) upgrades for 13 locations: Des Moines, Burlington, Cedar Rapids, Council Bluffs, Creston, Dubuque, Decorah, Fort Dodge, Iowa City, Mason City, Ottumwa, Sioux City, and Spencer.
- Automatic Call Distribution (ACD): Department of Human Services Iowa Medicaid Enterprise.
- ACD and Interactive Voice Response (IVR): Iowa Department of Revenue.
- New Managed Voice Service (MVS): Iowa Lottery.
- Cabling: Legislative Services Agency and Ola Babcock.
- Ethernet and Fiber Build: Department of Human Service Jasper County Newton.

Public Safety

- Ethernet Orders: Department of Public Safety (DPS) District 1 Des Moines, District 2 Osceola Ethernet, District 3 Council Bluffs, DPS- District 4 Denison, DPS District 5-10.
- Fiber: HSEMD Palo Alto County.
- MPLS lite to Ethernet: DOC 5th Knoxville and Indianola.
- LMR order: DPS Webster City.

Education

- Lit Services for ISU-ARRA Project from Boone to ISU.
- Voice-SIP: Eastern Iowa Community Colleges.
- Internet order: Waukee CSD.

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- Ethernet order: Iowa Central CC.

Marketing and Communications

- SYBAC – The third meeting was held with Adam Shell from the Iowa Department of Transportation (DOT). The discussion was about autonomous vehicles.
- Finalizing annual report.
- Working on ICN formal presentations.
- Service of the Month (Colocation) and Industry of the Month (K-12 Education).
- Ring the Bell – Internal announcement to recognizing staff.

COMMENTS

Chair Kniff McCulla– For Waukee CSD, would that be for all of their buildings?

Steph DeVault – Waukee has fiber that connects each of their schools together. ICN has a head Internet connection. In an emergency, we have the ability to bump up the Internet connection to support the school.

Network Services Updates

Network Operations & Security Update – Ryan Mulhall

Network Updates

- As of this week, the last migration of the IRHTP Core has been completed. We can go ahead and cross off another major infrastructure project. This project was three years in the making.
- Network Operations and Security: We completed the 100GB ring in the Northwest corner of the State, we still have a small amount of circuits to migrate. We have other sites at various stages being brought up: Fort Dodge, Estherville, and Mason City. The goal is to be completed within six months.
- Palo Alto migration (Firewall Migration Project): This is a major focus and we are working hard on the migrations. We need to be completed with this project by the end of December, since support and maintenance runs out.
- The VEAM solution that we utilize for backup and disaster recovery of three sites have been completed. This has been an active project for a couple years.
- Engineering update: We received the aggregation and switch equipment costs and working with Lumen and Juniper with the implementation planning. The plan is to do about 10-15 a quarter, starting with high-value sites. Engineering has been involved with Business Services with the Iowa State University ARRA Project. They continue to decommission some of the legacy equipment, which included a lot of circuit auditing. Engineering assists facilities also with battery replacements.
- Outside Plant (OSP) update: 19 new projects in October, which is right on average. We had one cable damage to an IRHTP cable. We did have three cable relocations across various parts of the State. OSP worked with our application developers to add additional data points into the tracking system. Our goal is to better identify and budget our outside plant costs.

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COMMENTS

None

Administration & Facilities Updates

Facilities and TAC Update – Patrick Kazeze

- Migrating data related to two sections to a common operating platform that is spread across multiple share drives on the network. This is an ongoing project.
- Three sites lost HVAC briefly, but there have been no service outages due to overheating. All three sites have since had their HVAC repaired and brought back in service.
- Regarding equipment located at Indianola's middle school, ICN is asking the City of Indianola for permission to move to a strip of land by their lift station just north and east of the Indianola high school.
- Two more FirstNet installations for cable and equipment were completed at the Wright County Communications Center in Clarion and at the Howard County Law Enforcement Center in Cresco.
- Conference room cabling project: There has been a slow down due to changes in scope. The initial agreement had been to terminate cables in the ceiling. That has now changed to bringing them up through floors in some of the rooms including some that were already completed. They are waiting on the electricians from DAS to come through and expose floor penetrations in the Hoover and Grimes buildings.
- TAC followed up on a remodel project for the Department of Education pulling cable and terminations for new office cubicles and a new reception area.
- Performed cable and camera work for the Department of Revenue and more cable work and grooming for the Department of Human services, Department of Administrations, and the Legislative Services Agency.
- Completed site surveys for the DPS in Osceola, Council Bluffs, and Cedar Rapids.

COMMENTS

None

ACTION: 2022 Legislative Proposal - Contract Cap – Mark Johnson

Chair Kniff McCulla requested a motion to approve the ICN's 2022 Legislative Proposal regarding the Contract Cap. Commissioner Olson moved to approve the 2022 Legislative Proposal. Commissioner Wenzel seconded the motion.

The motion passed unanimously.



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ACTION: Maintenance Contracts Report – Mark Johnson

Chair Kniff McCulla requested a motion to approve the Maintenance Contracts Report. Commissioner Holz moved to approve the Maintenance Contracts Report. Commissioner Olson seconded the motion.

The motion passed unanimously.

Other Business:

ITTC Committee Updates – Staff/Commission

Personnel Committee – Mark Johnson

Meeting Date: November 1 2021.

Attendance: Commissioner Wenzel, Commissioner Holz, and Mark Johnson.

Topics Covered: An update on where we were at in the process to fill several vacancies within the agency and information related to a process for approval of state employees that both reside and work outside of Iowa. The ICN has one and we will be going through this process.

Finance Committee – Mike Cruise

Meeting Date: November 15, 2021.

Attendance: Commissioner Wenzel, Commissioner Holz, Brian Clayton, and Mike Cruise.

Topics Covered:

- Brian Clayton gave updates on several contracting issues.
- Review of October FY 2022 financials as presented today.
- Update on the revenue projection report that was requested last month. We were requested to provide a number of days of cash on hand to meet our operating expenses.

Customer and Services Committee – Stephanie DeVault

Meeting Date: November 10, 2021.

Attendance: Commissioner Olson, Commissioner Lapointe, Stephanie DeVault, and Lori Larsen.

Topics Covered:

- Orders in the process of being fulfilled.
- Upcoming orders and projected revenue.

Operations Committee – Scott Pappan

Meeting Date: November 15, 2021.

Attendance: Commissioner Lapointe, Commissioner Wenzel, Ryan Mulhall and Scott Pappan.

Topics Covered:

- Policies and procurement.
- Managed Service Provider to Managed Security Service Provider (MSSP) migration.
- Identifying and Procuring New Technology.
- IP Address/Usage Policy.

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- BGP Technology Brief/Policy.

Public Comment:

None

Adjournment:

The ITTC meeting adjourned at 11:03 AM.

ATTESTED TO:

Barb Kniff McCulla - Chair, Iowa Telecommunications and Technology Commission